SMTP Express

Installation Manual

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Lieberman Software

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Background

The SMTP Express package is designed to allow users of Lieberman Software Corporation products such as User Manager Pro, the ability to send email (i.e. scheduled reports) directly from their workstations or servers without the need for an external SMTP server. This package is essential to those customers with restrictive email server policies where it is impractical to install an accessible and workable SMTP server, or where MAPI (Microsoft Exchange standard) is the only allowed method of sending email.

Installation and use of SMTP Express is very easy. We have created a custom installer package that takes care of installing the service and configuring it for you. We also install and start a mail monitoring package that is accessible via your Start menu tray. Within the Lieberman products, you simply have to go to the Email Settings dialog and select the use of the just installed internal server.

SMTP Express does not create a generally accessible SMTP server that provides email access to other users on your network. SMTP Express is a standalone service that forwards email only for the Lieberman Software products on your local machine. Each machine running Lieberman Software that needs SMTP Express must have its own local copy of SMTP Expressed installed.

The best part of SMTP Express is that it is provided at no additional charge to you. Lieberman Software Corporation has purchased an unlimited distribution license from Quiksoft that allows this package's use (via our programs) without any additional payments from our customers.

Pre-Installation Considerations

1) Support for SMTP Express' functionality is found in Lieberman Software product versions beginning in late July of 2005. The support for SMTP Express is being phased into our entire product line and should be completed by end of summer 2005. If your support contract is in force during this period, you will receive this functionality at no additional charge.

2) You must install SMTP Express first before configuring the applications that use it. If you notice that the option to use this software is grayed-out within your application, the installation of SMTP Express was not completed.

3) You must be an administrator of your local machine to install this software.

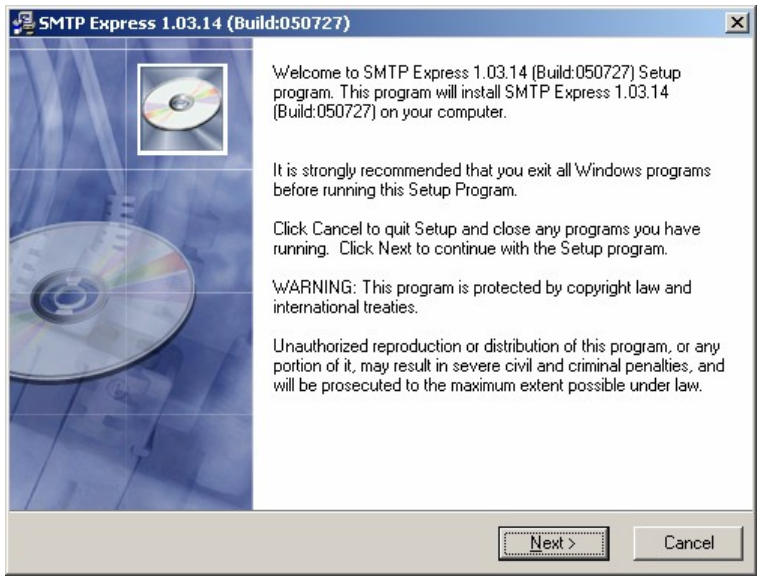
4) This software was meant to be installed on a Windows 2000/XP or greater machine. If you wish to install it on a Windows NT system, you will need to manually provide the DNS server address used for sending email.

If you have any questions or concerns about this program's installation or operation before or after it has been installed, please contact our support department for assistance.

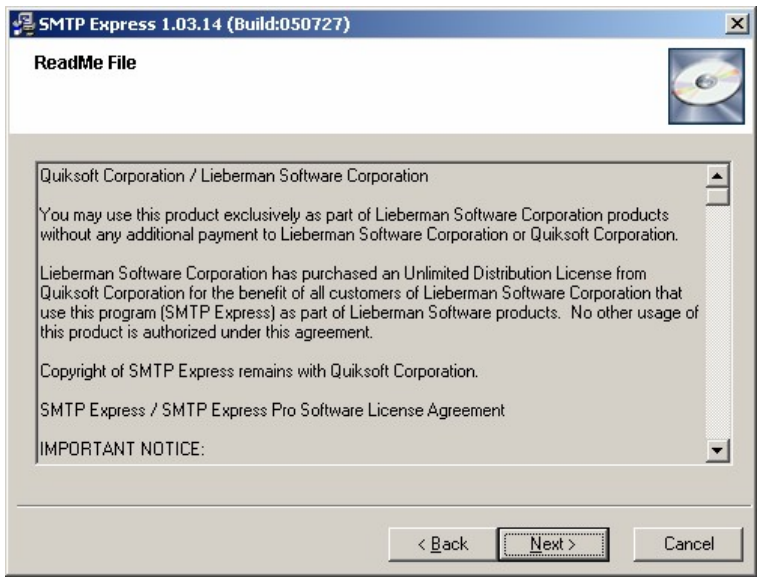
Installation

Installation Package Location

Run the **`SetupSMTPEXP.EXE`** installer to get to the first screen in the installation.


SMTP Express 1.03.14 (Build:050727)
Welcome to SMTP Express 1.03.14 (Build:050727) Setup program. This program will install SMTP Express 1.03.14 (Build:050727) on your computer.
It is strongly recommended that you exit all Windows programs before running this Setup Program.
Click Cancel to quit Setup and close any programs you have running. Click Next to continue with the Setup program.
WARNING: This program is protected by copyright law and international treaties.
Unauthorized reproduction or distribution of this program, or any portion of it, may result in severe civil and criminal penalties, and will be prosecuted to the maximum extent possible under law.
Next >
Cancel

Click on the “Next” button to proceed to the next step.


SMTP Express 1.03.14 (Build:050727)
ReadMe File
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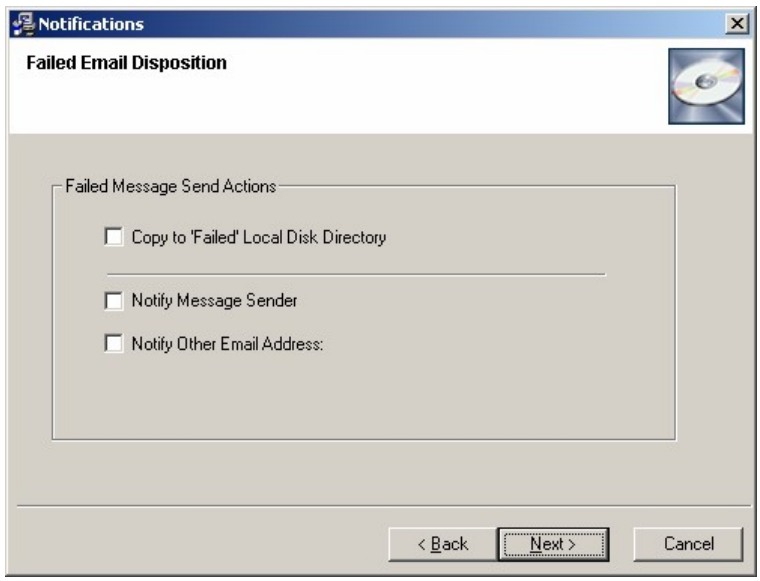
IMPORTANT NOTICE:
< Back
Next >
Cancel

Read the License Agreement, and if you agree to the terms; click the “Next” button.

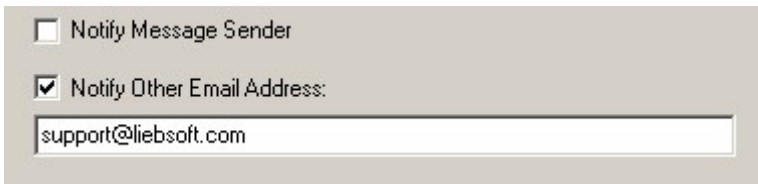
This page of the installation wizard allows you to configure the disposition of email messages that do not reach their intended destination (i.e. permanent communication problems, bad address, full mailbox etc).

If the “Copy to ‘Failed’ Local Disk Directory” checkbox is checked, the program will automatically copy all failed messages to the **“Program Files\EasyMail SMTP Express\failed”** directory.

If the “Notify Message Sender” is checked then the sender will receive a notification of all recipients that were unable to receive the sent message.



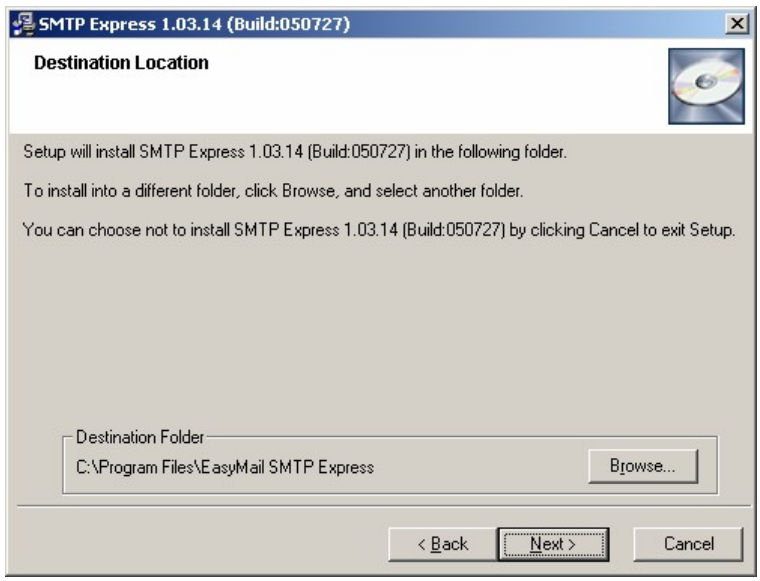
If the “Notify Other Email Address:” is checked, an entry field will appear that allows the entry of a specific address that should receive notifications of all failed sends.



Note that all of these settings can be modified after the installation has been completed by going to the tray in the Start menu, right clicking on the following icon:

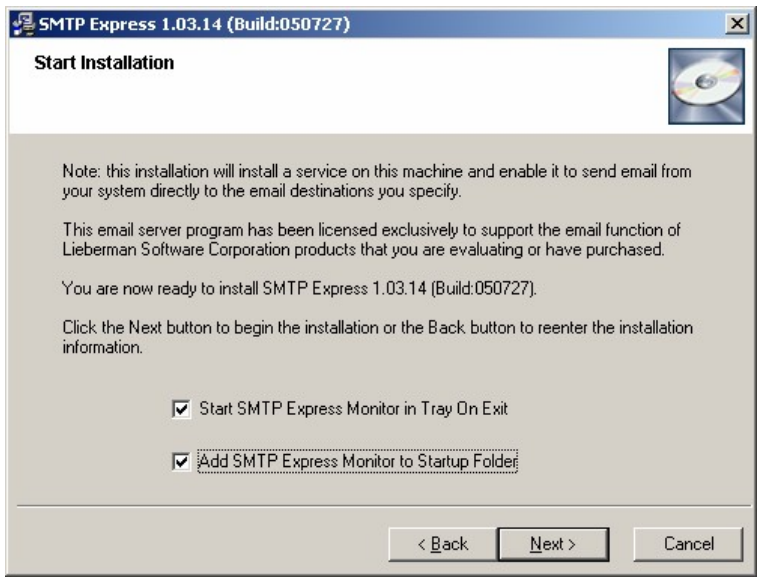
and selecting the “SMTP Express Service Properties…” menu option. This process will be described later in the manual.

Click on the “Next” button to proceed to the page that allows you to select the location where SMTP Express is to be installed.


SMTP Express 1.03.14 (Build:050727)
Destination Location
Setup will install SMTP Express 1.03.14 (Build:050727) in the following folder.
To install into a different folder, click Browse, and select another folder.
You can choose not to install SMTP Express 1.03.14 (Build:050727) by clicking Cancel to exit Setup.
Destination Folder
C:\Program Files\EasyMail SMTP Express
Browse...
< Back
Next >
Cancel

This path will be the location for the SMTP service as well as the directories that will hold mail waiting to be delivered.

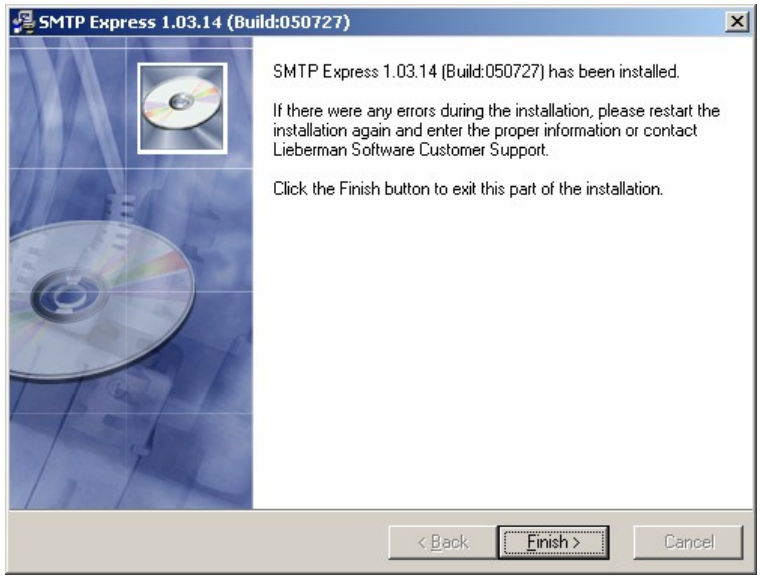
Click on the “Next” button to proceed to the next page.


SMTP Express 1.03.14 (Build:050727)
Start Installation
Note: this installation will install a service on this machine and enable it to send email from your system directly to the email destinations you specify.
This email server program has been licensed exclusively to support the email function of Lieberman Software Corporation products that you are evaluating or have purchased.
You are now ready to install SMTP Express 1.03.14 (Build:050727).
Click the Next button to begin the installation or the Back button to reenter the installation information.
Start SMTP Express Monitor in Tray On Exit
Add SMTP Express Monitor to Startup Folder
< Back
Next >
Cancel

This page allows you to determine if the SMTP Express Monitor will be available immediately after installation is completed and whether it will appear in the Start menu tray for every user. You can launch the tray applet by using the Start menu via: Start | All Programs | Easymail SMTP Express. By default these checkboxes are checked but can be unchecked without any dire consequences.

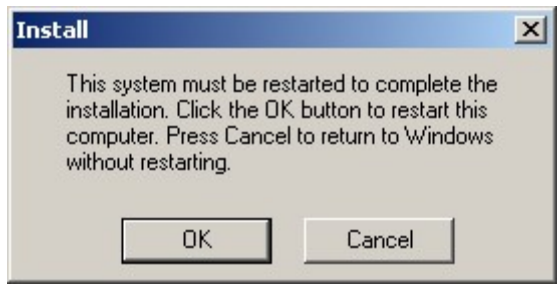
Click on “Next” to begin the installation and automatic configuration of SMTP Express.

Installation if very fast and you will see the following dialog in just a few seconds:


SMTP Express 1.03.14 (Build:050727)
SMTP Express 1.03.14 (Build:050727) has been installed.
If there were any errors during the installation, please restart the installation again and enter the proper information or contact Lieberman Software Customer Support.
Click the Finish button to exit this part of the installation.
< Back
Finish >
Cancel

Click the “Finish” button. This will start the SMTP Express service and also launch the monitor applet.

If you receive a message indicating that your machine needs to be restarted, you can ignore it and click the “Cancel” button on the warning dialog.


Install
This system must be restarted to complete the installation. Click the OK button to restart this computer. Press Cancel to return to Windows without restarting.
OK
Cancel

Checking the SMTP Express Configuration

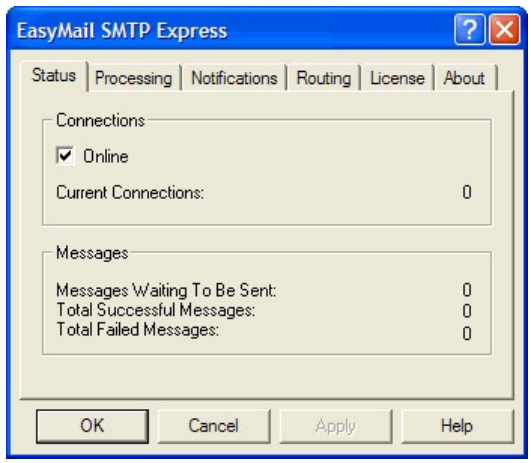
Once the installation has been completed, you should see a gear + envelope icon on your Start menu tray.

Right-click on the icon and a context menu should appear.

Click on the “SMTP Express Service Properties…” menu option. You will then see a tabbed dialog box with all of the settings for SMTP Express.

SMTP Express - Status

The “Status” page shows you a count of both successful and failed messages sent by the package. The “Online” option indicates that the service for sending mail is installed and running correctly.

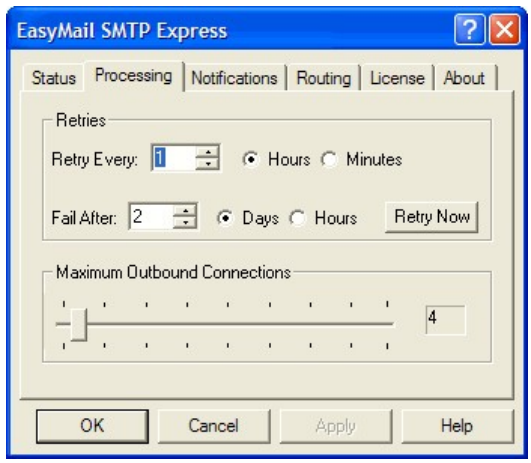


If the service is not installed correctly or is off-line, you will see a slightly different icon in the tray with a red circle and a white X within it.

SMTP Express - Processing

The “Processing” page allows you to see and change the processing rules for failed email sends. It is not uncommon for recipient email servers to be temporarily unavailable, so it is an absolute requirement that any email server retry delivery of email at regular intervals. The default is to have SMTP Express retry every hour for 2 days before giving up. You can change these rules.

The Maximum Outbound Connections specifies how many deliveries to attempt concurrently. The default of 4 is more than adequate for the expected volume generated by your Lieberman Software products.



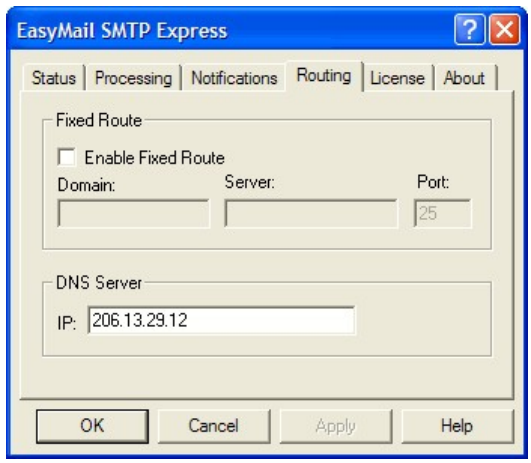
SMTP Express - Notifications

The “Notifications” page allows you to determine what to do with mail that cannot be delivered even after repeated attempts. The “Enable Logging” option keeps a log of all transactions between SMTP Express and the remote servers.

SMTP Express - Routing

The “Routing” page allows you to route your mail to another email proxy if direct transmission of email is not allowed. The availability of an alternate port is necessary when your administrator wishes to block all outgoing port 25 activity, and uses an alternate port for relaying email traffic. Although the use of a “Fixed Route” is rarely used, it may be necessary if your organization has experienced viruses that use their own local email servers and has installed firewalls to restrict this traffic.

The DNS Server setting was determined during installation, but may need to be changed if your environment uses a different DNS server to find Internet domain servers for email delivery.



SMTP Express - License

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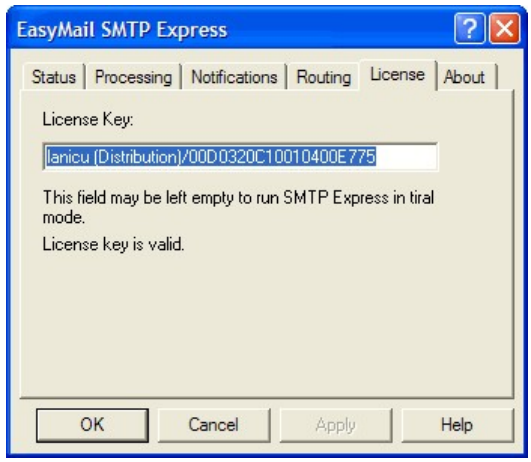


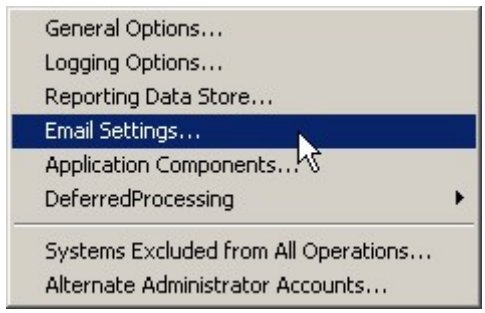
SMTP Express - About

The “About” page shows you the current build number of SMTP Express on your system.

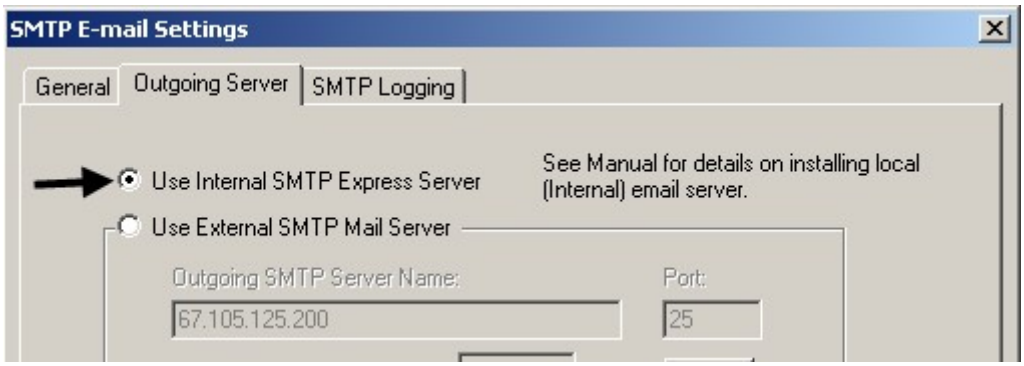
Configuring User Manager Pro to use SMTP Express

To enable the usage of SMTP Express within User Manager Pro:

1) Start User Manager Pro
2) Open any Managed Group
3) Go to the menu option: Settings | Email Settings…



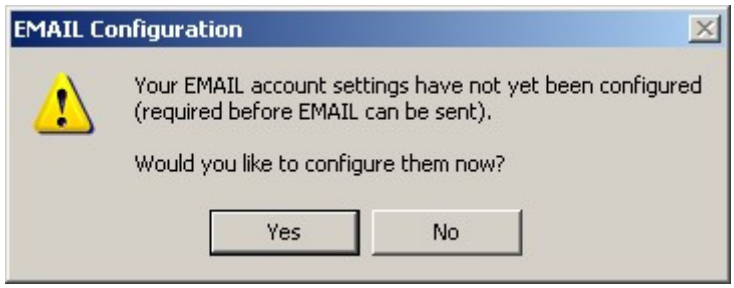
4) Click on the “Outgoing Server” tab
5) Click on the option button “Use Internal SMTP Express Server”



6) Click on the “OK” button. Now all email will be sent though SMTP Express.

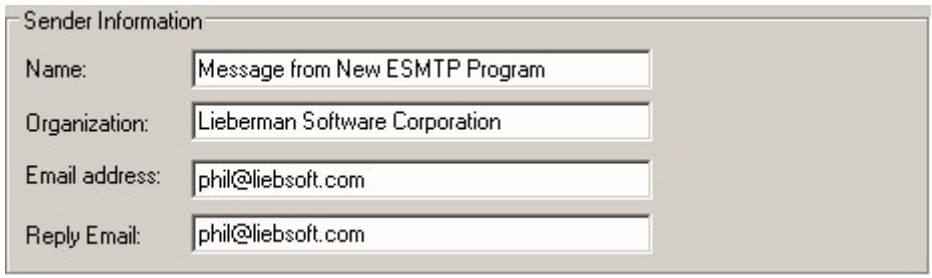
Error Sending Message via SMTP Express

If you receive the following message when you try to send a message via SMTP Express:

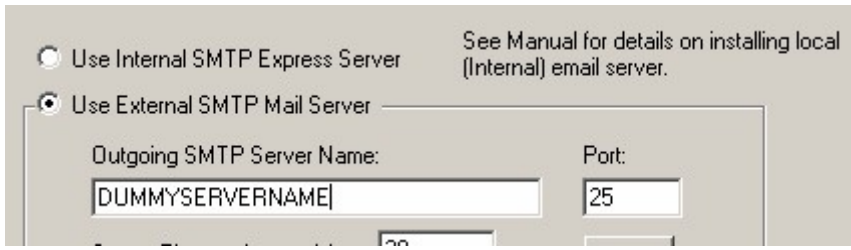

EMAIL Configuration
Your EMAIL account settings have not yet been configured (required before EMAIL can be sent).
Would you like to configure them now?
Yes
No

This is caused by a minor logic bug that was corrected in later versions of User Manager Pro in the email sending code. A simple work around this is to go back to the Email Settings dialog and perform the following changes:

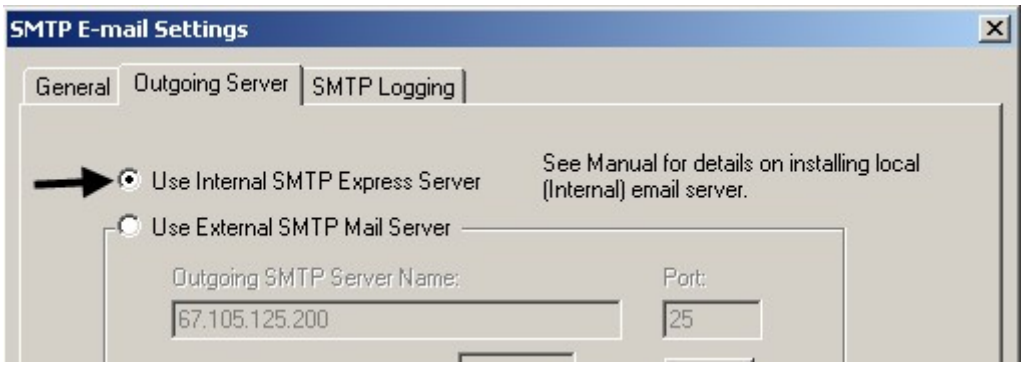
1) Click on the "General" tab and put in your organization's values for the sender field (don't use the default values).



2) Click on the "Outgoing Server" tab
3) Set the radio button to "Use External SMTP Mail Server"
4) Type in a non-blank value into the "Outgoing SMTP Server Name" field. This value will not be used by the Internal SMTP Express Server.



5) Click on the "Use Internal SMTP Express Server" option.



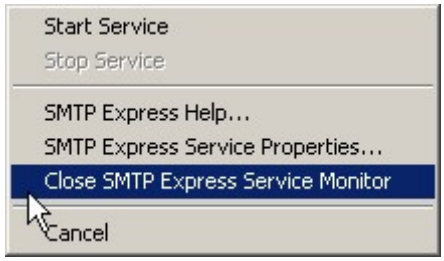
6) Click on the “OK” button. The error will not occur.

Please note that this bug was corrected in all User Manager Pro version builds after 050729.

Removing SMTP Express

Prior to removing SMTP, right click on the SMTP Express Monitor icon.

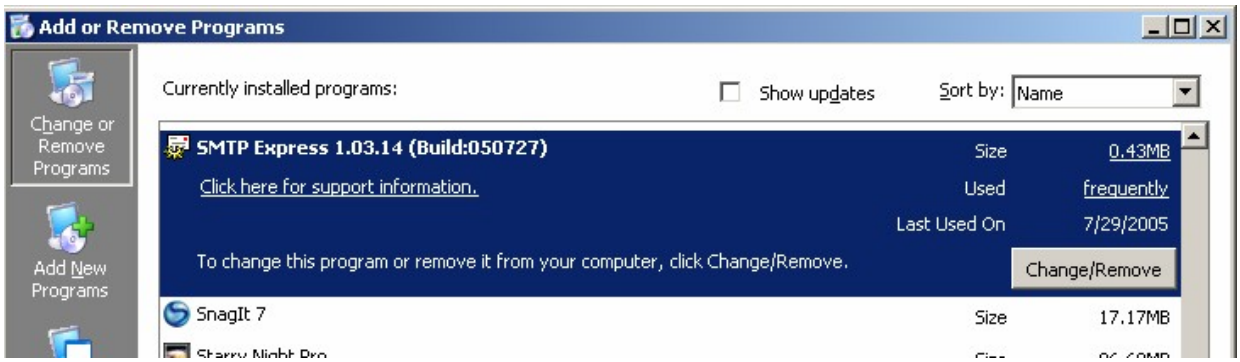
Select the “Close SMTP Express Service Monitor” option from the pop-up menu. This step will allow SMTP Express to be removed without the need for a system reboot



If the icon for the SMTP Express Monitor is not present, you can skip this step.

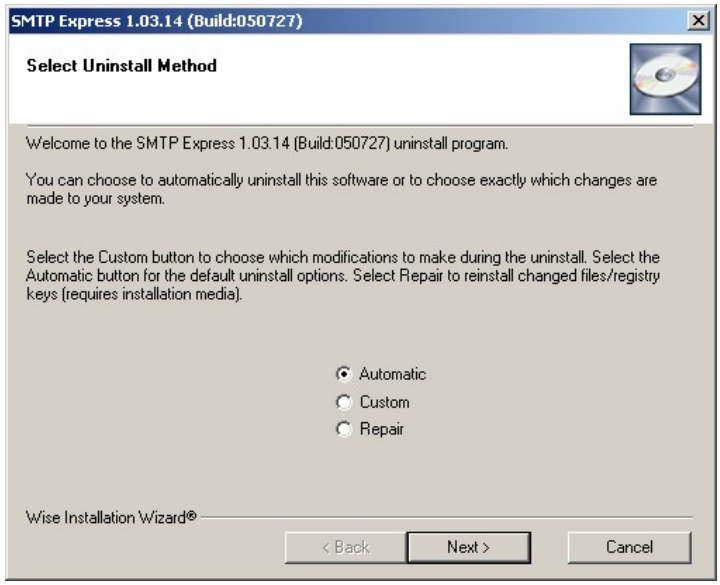
To continue the removal SMTP Express from your system, go to the Control Panel and click on the Add/Remove Program applet.

Scroll down the list until you find “SMTP Express…”

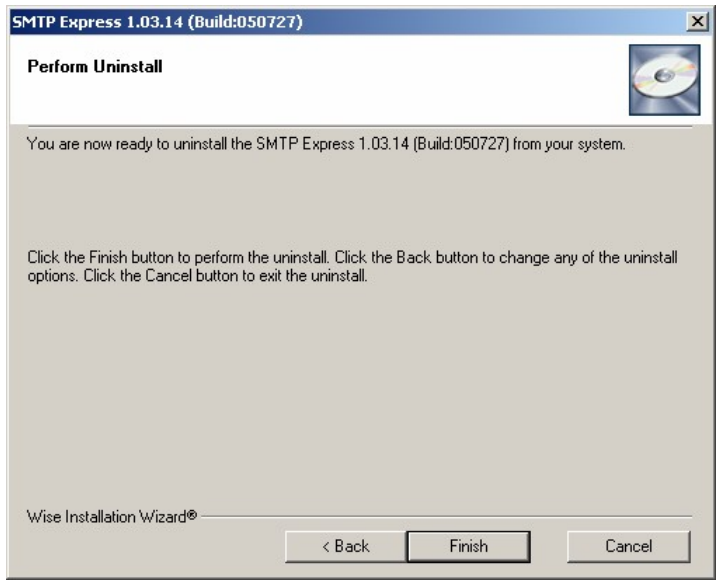


Click on the “Change/Remove” button for SMTP Express.

You will then see the following removal wizard page appear.

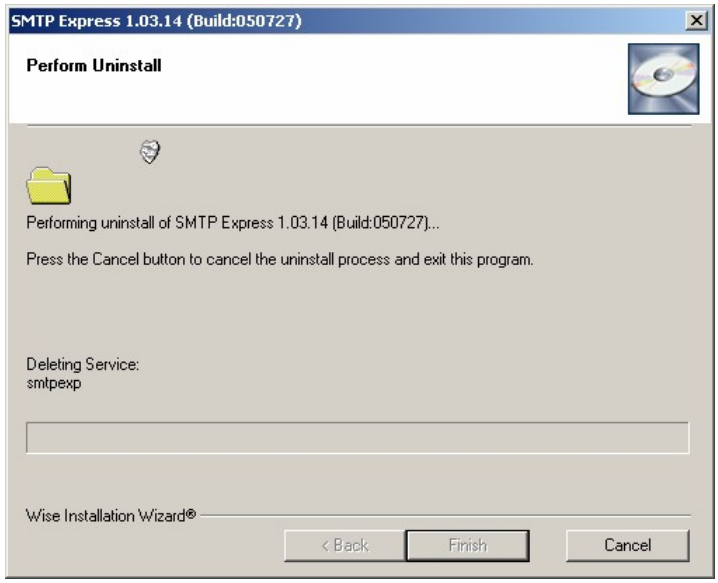

SMTP Express 1.03.14 (Build:050727)
Select Uninstall Method
Welcome to the SMTP Express 1.03.14 (Build:050727) uninstall program.
You can choose to automatically uninstall this software or to choose exactly which changes are made to your system.
Select the Custom button to choose which modifications to make during the uninstall. Select the Automatic button for the default uninstall options. Select Repair to reinstall changed files/registry keys (requires installation media).
Automatic
Custom
Repair
Wise Installation Wizard®
< Back
Next >
Cancel

Click on the “Next” button to use the “Automatic” program removal option.

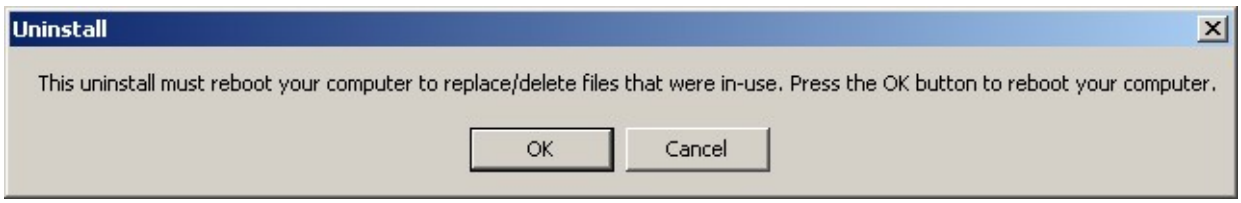

SMTP Express 1.03.14 (Build:050727)
Perform Uninstall
You are now ready to uninstall the SMTP Express 1.03.14 (Build:050727) from your system.
Click the Finish button to perform the uninstall. Click the Back button to change any of the uninstall options. Click the Cancel button to exit the uninstall.
Wise Installation Wizard®
< Back
Finish
Cancel

Click on the “Finish” button to complete the removal process.

A series of steps will occur to remove the software. Please wait.



You may receive a warning indicating that a reboot is necessary. Click OK to reboot immediately, or click on Cancel to reboot later. This normally only appears if the SMTP Express Monitor was running while you were trying to remove the program.

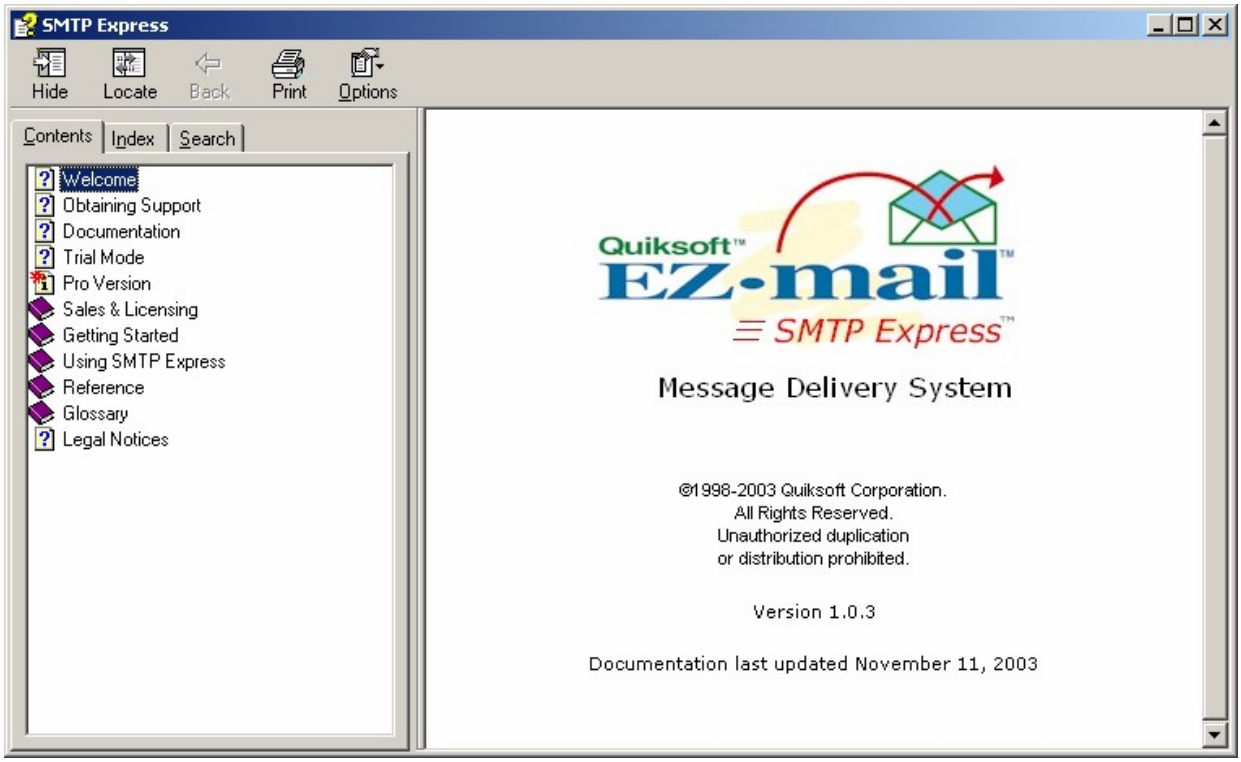

Uninstall
This uninstall must reboot your computer to replace/delete files that were in-use. Press the OK button to reboot your computer.
OK
Cancel

Getting More Detailed Information about SMTP Express

The complete manual for SMTP Express is provided as part of this installation. This manual is provided by Quiksoft and may be accessed via the Start menu:

`Start | All Programs | EasyMail SMTP Express`

You should see a manual similar to the following appear on your desktop.



All of the programming and integration steps have already been done by Lieberman Software to allow full access to this program from our products.